

Alibaba.com Assessed Supplier



Assessment Report

Presented to

Shenzhen Linglong Accessories Co., Ltd.

深圳市灵珑服饰有限公司

Gold Supplier & Assessed Company Relationship:	<input checked="" type="checkbox"/> Self-owned <input type="checkbox"/> Wholly Owned <input type="checkbox"/> Shareholder/Partner <input type="checkbox"/> Kindred between Owners <input type="checkbox"/> Cooperation Partner
Company Address	2/F, Building A, 6-7/F, Building C, Huaerte Industrial Park, 1 st Industrial Zone, Baihuadong Community, Guangming Street, Guangming New District, Shenzhen City, Guangdong Province, China
City / Country:	Shenzhen / China
Consigner of Assessment:	Alibaba
Gold Supplier Member ID:	gdlinglong
Gold Supplier Company Name:	Shenzhen Linglong Accessories Co., Ltd.
Contact Person:	Ms. Pauline Zheng
Phone Number:	0086-18123966527
Fax Number:	0086-755-23765466
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Website Address (URL):	http://gdlinglong.en.alibaba.com

Service Provided by SGS
Report No.: 13260923_P+T





Report Number:	13260923_P+T		
Date of Assessment:	12/Jul./2016	Report Date:	12/Jul./2016
Assessor's Name:	Autumn Huang	Validity Period:	13/Jul./2016 -- 12/Jul./2017
Reviewed By:	Sam Wang	Online Verification:	www.sgs.com/ecv

Important Notes:

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Section 1: Company Overview

Company Overview			
1.1 Legal Validity			
Does the company have a valid business license?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Business License Number:	440306104425360
Year Established:	21/Dec./2009	Validity Period:	21/Dec./2009-- 21/Dec./2019
Export Experience:	5	Industry Experience:	6
Registered Address:	6-7/F, Building C, Huaerte Industrial Park, 1 st Industrial Zone, Baihuadong Community, Guangming Street, Guangming New District, Shenzhen City, Guangdong Province, China		
Company Address:	2/F, Building A, 6-7/F, Building C, Huaerte Industrial Park, 1 st Industrial Zone, Baihuadong Community, Guangming Street, Guangming New District, Shenzhen City, Guangdong Province, China		
Annual review conducted by the Industrial & Commercial Bureau?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Reviewed By:	Market Supervision Administration of Shenzhen Municipality
Registered Capital:	RMB 1,000,000		
Corporate Representative:	Ms. Longmei Luo		
Industry:	Hats & Caps, Garment Accessories		
Type of Ownership:	<input checked="" type="checkbox"/> Private Owner <input type="checkbox"/> Public Company <input type="checkbox"/> Joint Venture <input type="checkbox"/> Stated Owned <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other		
Products /Service:	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator		
1.2 Company Building Information			
Certification Type: <input type="checkbox"/> Land Certification <input type="checkbox"/> Real Estate Certification <input type="checkbox"/> Lease Agreement <input checked="" type="checkbox"/> Factory Officer Claimed			
Total Building Size: <u>4,800</u> m ²			
Number of Building(s) : <u>2</u>			
Office Size: <u>1,000</u> m ²			



Section 2: Human Resources

Human Resources				
2.1 Company Chart				
<pre> graph TD GM[GM] --- ViceGM[Vice GM] ViceGM --- Production[Production Dept.] ViceGM --- Sales[Sales Dept.] ViceGM --- Financial[Financial Dept.] ViceGM --- HR[HR Dept.] ViceGM --- RnD[R&D Dept.] ViceGM --- Quality[Quality Dept.] ViceGM --- Purchasing[Purchasing Dept.] ViceGM --- PMC[PMC Dept.] ViceGM --- Logistics[Logistics Dept.] </pre>				
2.2 Employee Headcount				
Department Name	Full Time Employee(s)	Part-Time Employee(s)	Total	
GM	1	0	1	
Vice GM	1	0	1	
Production Dept.	66	0	66	
Sales Dept.	8	0	8	
Financial Dept.	2	0	2	
HR Dept.	3	0	3	
R&D Dept.	7	0	7	
Quality Dept.	11	0	11	
Purchasing Dept.	4	0	4	
PMC Dept.	3	0	3	
Logistics Dept.	16	0	16	
Total Number:	122	0	122	
2.3 Management				
Department	Name	Title	Education	Year(s) in Current Company
GM	Ms. Longmei Luo	GM	Junior College Graduate	6.5
Vice GM	Mr. William Wang	Vice GM	Junior College Graduate	0.1
R&D Dept.	Ms. Susu Liao	Engineer	Junior College Graduate	1



Section 3: Current Export Situation

Current Export Situation																																					
There is/are <u>4</u> foreign trading employee(s) in the company.																																					
<table border="1"> <thead> <tr> <th>Working Experience</th> <th>Headcount</th> </tr> </thead> <tbody> <tr> <td>Over 30 Years</td> <td>0</td> </tr> <tr> <td>21-30Years</td> <td>0</td> </tr> <tr> <td>11-20 Years</td> <td>0</td> </tr> <tr> <td>6-10 Years</td> <td>0</td> </tr> <tr> <td>2-5 Years</td> <td>4</td> </tr> <tr> <td>Less than 2 years</td> <td>0</td> </tr> </tbody> </table>	Working Experience	Headcount	Over 30 Years	0	21-30Years	0	11-20 Years	0	6-10 Years	0	2-5 Years	4	Less than 2 years	0	<table border="1"> <thead> <tr> <th>Accepted Language</th> <th>Listening & Speaking</th> <th>Reading & Writing</th> </tr> </thead> <tbody> <tr> <td>English</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>French</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> <tr> <td>N/A</td> <td>N/A</td> <td>N/A</td> </tr> </tbody> </table>	Accepted Language	Listening & Speaking	Reading & Writing	English	Yes	Yes	French	Yes	Yes	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	
Working Experience	Headcount																																				
Over 30 Years	0																																				
21-30Years	0																																				
11-20 Years	0																																				
6-10 Years	0																																				
2-5 Years	4																																				
Less than 2 years	0																																				
Accepted Language	Listening & Speaking	Reading & Writing																																			
English	Yes	Yes																																			
French	Yes	Yes																																			
N/A	N/A	N/A																																			
N/A	N/A	N/A																																			
N/A	N/A	N/A																																			
N/A	N/A	N/A																																			
Does the company have a valid export license?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No																																			
Export License Registration No.:		02012593																																			
Total Revenue (Previous Year):		USD 2,848,290.45																																			
Total Export Revenue (Previous Year):		USD 2,203,196.16																																			
Estimated Export Revenue (Current Year):		USD 7,500,000.00																																			
Trade Agents Employed Overseas:		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																																			
Nearest Port:		Shenzhen Port																																			
Accepted Payment Terms		<input checked="" type="checkbox"/> FOB <input type="checkbox"/> CIF <input checked="" type="checkbox"/> EXW <input type="checkbox"/> CFR																																			
Accepted Payment Type:		<input checked="" type="checkbox"/> L/C <input checked="" type="checkbox"/> T/T <input type="checkbox"/> Credit Card <input type="checkbox"/> Cash <input type="checkbox"/> West Union <input type="checkbox"/> Money Gram <input checked="" type="checkbox"/> Paypal <input type="checkbox"/> Moneybooker																																			
Average lead time from product order confirmation to production delivery (products exiting the factory):																																					
Product Category	Num	Unit																																			
Wool Felt Hat	30	Days																																			
Straw Hat	30	Days																																			
Sinamay Hat	30	Days																																			
Fascinator	30	Days																																			
Average Sampling Time																																					
Product Category	Lead Time																																				
Wool Felt Hat	10Days																																				
Straw Hat	10Days																																				
Sinamay Hat	10Days																																				
Fascinator	10Days																																				
The Shortest Sampling Time																																					
Product Category	Shortest Lead Time																																				
Wool Felt Hat	10Days																																				



Section 4: Export Business Capacity

Export Business Capacity			
4.1 Market Distribution (Previous 12 Months)			
Market	Main Product (s)	Revenue (USD)	Total Revenue (%)
North America	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator	677,098.74	23.77
South America	N/A	0	0
Eastern Europe	N/A	0	0
Southeast Asia	N/A	0	0
Africa	N/A	0	0
Oceania	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator	268,701.35	9.43
Mid East	N/A	0	0
Eastern Asia	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator	612,519.42	21.51
Western Europe	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator	644,809.65	22.64
Central America	N/A	0	0
Northern Europe	N/A	0	0
Southern Europe	N/A	0	0
South Asia	N/A	0	0
Domestic Market	Wool Felt Hat, Straw Hat, Sinamay Hat, Fascinator	645,161.29	22.65
4.2 Main Clients			
Client Name	Main Product(s)	Total Revenue (%)	
Confidential	Confidential	Confidential	



Section 5: Production Capacity

Production Capacity				
5.1 Annual Production Capacity (Previous Year)				
Wool Felt Hat: 547,800Pcs, Straw Hat: 328,500Pcs, Sinamay Hat: 109,500Pcs, Fascinator: 159,500Pcs				
5.2 Production Capacity				
Product Name	Production Line Capacity	Actual Units Produced (Previous Year)		
Wool Felt Hat	60,000Pcs / Month	547,800Pcs		
Straw Hat	38,000Pcs / Month	328,500Pcs		
Sinamay Hat	15,000Pcs / Month	109,500Pcs		
Fascinator	18,000Pcs / Month	159,500Pcs		
5.3 Production Machinery				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
Stitching Machine	JAKU, ZHONGYI	14	3	Acceptable
High Stitching Machine	SEIKO	9	3	Acceptable
Zigzag Stitching Machine	YU JIUN	1	3	Acceptable
Hat Pressing Machine	N/A	7	5	Acceptable
Overlocking Machine	M700	3	3	Acceptable
Cap Ironing Machine	N/A	2	4	Acceptable
5.4 Testing Machinery				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
Needle Detector	5800	1	1	Acceptable
5.5 Subcontractors (N/A)				
Subcontractor Name	Product Subcontracted	Volume Supplied	Cooperation Period (Years)	
N/A	N/A	N/A	N/A	



Section 6: Quality Assurance

Quality Assurance				
6.1.1 Quality Management System Certification (N/A)				
Certification	Certified By	Certificate No.	Business Scope	Validity Date
N/A	N/A	N/A	N/A	N/A
6.1.2 Product Certification (N/A)				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
N/A	N/A	N/A	N/A	N/A
6.2 Testing Report				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
Test Report	Intertek	GZHT01576029	Hat	17/Jun./2016 -- 31/Dec./2049
6.3 Quality Control Management				
Item	Content	Observations /Comments		
6.3.1	Is there quality control on all production lines?	<input checked="" type="checkbox"/> Yes, all production lines have adequate quality control <input type="checkbox"/> Yes, some production lines have adequate quality control <input type="checkbox"/> No		
6.3.2	Do the QA/QC inspectors work independently from the production line?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
6.3.3	Who does the QC/QA Manager /Supervisor report to?	Vice GM -- Mr. William Wang		
6.3.4	How many QA/QC inspectors in total?	11		
No. of Employees in Each Production Line:				
Production Line	Supervisor	No. of Operators	No. of In-line QC/QA	
Workshop	4	62	11	
6.3.5 Average Guarantee Time				
Product Category	Guarantee Time			
Wool Felt Hat	1Month			
Straw Hat	1Month			
Sinamay Hat	1Month			
Fascinator	1Month			
6.3.6 The Longest Guarantee Time				
Product Category	Guarantee Time			
Wool Felt Hat	1Month			



6.4 Supplier Management		
Item	Content	Observations /Comments
6.4.1	Does the company have a supplier assessment procedure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.4.2	Does the company have an updated list of approved suppliers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.4.3	Has the company established and implemented a standard procedure for purchasing contract review and approval?	<input checked="" type="checkbox"/> Yes, with written standard procedures <input type="checkbox"/> Yes, with written procedure but lack of consistent standard <input type="checkbox"/> No
6.4.4	Does the company keep its supplier assessment reports?	<input type="checkbox"/> Yes, assessment reports are available for more than 3 years <input type="checkbox"/> Yes, assessment reports are available for the last 1-3 years <input checked="" type="checkbox"/> Yes, assessment reports are available for the previous 12 months <input type="checkbox"/> No
6.4.5	Are the company's purchasing documents sufficient to ensure product safety control and their customers' requirements?	<input checked="" type="checkbox"/> Yes, the purchasing document includes all the information required <input type="checkbox"/> Yes, however the purchasing document includes incomplete information <input type="checkbox"/> No
6.4.6	Is there a procedure to conduct random product inspections after final packaging?	<input checked="" type="checkbox"/> Yes, with clear standard and written inspection records <input type="checkbox"/> Yes, with inspection records but no procedures <input type="checkbox"/> Yes, with procedures but no inspection records <input type="checkbox"/> No, inspections are not necessary



6.5 After Sales Service		
Item	Content	Observations /Comments
6.5.1	Is customer feedback, including complaints, clearly recorded and maintained?	<input checked="" type="checkbox"/> Yes, with a standard feedback form and records <input type="checkbox"/> Yes, with a standard feedback form but no records <input type="checkbox"/> Yes, with records but no standard feedback form <input type="checkbox"/> No
6.5.2	Are there any clear procedures for handling customer complaints?	<input checked="" type="checkbox"/> Yes, with clear procedures and written records <input type="checkbox"/> Yes, with clear procedures but no written records <input type="checkbox"/> Yes, with written records but no clear procedures <input type="checkbox"/> No
6.5.3	Is there a closed-loop corrective action system in place?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.5.4	Can finished/package products be traced by lot identification to the appropriate raw material test reports?	<input checked="" type="checkbox"/> Yes, with procedures to trace raw materials <input type="checkbox"/> Yes, main raw material can be traced <input type="checkbox"/> No, only the production date can be traced <input type="checkbox"/> No
6.5.5	Is there a product alert and recall procedure?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No



Section 7: Production Process Management

Quality Control Management		
Item	Content	Observations /Comments
7.1	Is the factory tidy and clean enough for production?	<input type="checkbox"/> Yes, very good <input checked="" type="checkbox"/> Yes, acceptable <input type="checkbox"/> No, needs improvement <input type="checkbox"/> No, very poor
7.2	Are the following items /documents provided at the appropriate location?	<input checked="" type="checkbox"/> Work instructions <input type="checkbox"/> Approved sample <input type="checkbox"/> Product picture <input type="checkbox"/> No the above-mentioned was not available.
7.3	Are written instructions available for onsite material inspection/testing? Are the relevant records maintained?	<input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No
7.4	Are written inspection/testing instructions available for finished products? Are the relevant records maintained?	<input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No
7.5	How are finished products inspected?	<input checked="" type="checkbox"/> 100% of products with detailed inspection <input type="checkbox"/> Random inspection <input type="checkbox"/> No inspection <input type="checkbox"/> No inspection necessary
7.6	Are units that failed inspection clearly marked and separated to prevent accidental dispatch?	<input checked="" type="checkbox"/> Yes, the units are separated and marked clearly <input type="checkbox"/> Yes, the units are separated but not marked clearly <input type="checkbox"/> No
7.7	How are finished products that failed inspection handled?	<input checked="" type="checkbox"/> Repaired and re-inspected <input type="checkbox"/> Thrown away <input type="checkbox"/> No inspection necessary





Section 8: R & D Capacity

R&D Capacity				
8.1 Current Situation				
There is/are <u>7</u> R&D engineer(s) in the company.				
Education Level	Headcount		Work Experience	Headcount
Doctorate	0		Over 30 Years	0
Post-Graduate	0		21-30 Years	0
University Graduate	1		11-20 Years	2
Junior College	2		6-10 Years	4
Technical School	2		2-5 Years	1
High School	2		Less than 2 years	0
Patent Situation (N/A)				
Patent No.	The Name of the Patent	The Patent Type	Available Date	
N/A	N/A	N/A	N/A	
Brand Situation				
Registration/ application No.	Brand Name	For Approval to Use Goods	Validity Date	Ref.
11407070	Refer to the Photo	Classify 25	28/Jan./2014-- 27/Jan./2024	Photo in Section 11 (Trademark Photos)
The Average Time For New Products Launched				
Product Category		Lead Time		
Wool Felt Hat		15Days		
Straw Hat		15Days		
Sinamay Hat		15Days		
Fascinator		15Days		
The Shortest Time For A New Item Launched				
Product Category		Shortest Lead Time		
Wool Felt Hat		15Days		
Does the company provide ODM service for others?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Are there relevant design input/output, review, and verification documents available for the assessment company?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Based on inspection, are R & D employees equipped with adequate specialized equipment?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
If yes, please list all key equipment used:		Stitching Machine, Overlocking Machine		



Do R & D employees use any specific software for designing new products?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please list the main software used:	AI, Photoshop
Please list all certifications and/or qualifications of the R & D department:	N/A
Has the company established standard design procedures for new products?	<input checked="" type="checkbox"/> Yes, with clear written instructions <input type="checkbox"/> Yes, without written instructions <input type="checkbox"/> No
Have the designed products been internal verified or validated?	<input checked="" type="checkbox"/> Yes, with clear written records <input type="checkbox"/> Yes, only part written records <input type="checkbox"/> Yes, without written records <input type="checkbox"/> No
Have the designed products been tested by a third-party inspection body?	<input type="checkbox"/> Yes, all designed products have been tested <input checked="" type="checkbox"/> Yes, only part of designed products have been tested <input type="checkbox"/> No
Are the designed products confirmed by the customers?	<input checked="" type="checkbox"/> Yes, all designed products have been confirmed <input type="checkbox"/> Yes, part of designed products have been confirmed according to client's requirements <input type="checkbox"/> No
Does the company has qualification requirements for designers?	<input type="checkbox"/> Yes, with written job description <input checked="" type="checkbox"/> Yes, without written job description <input type="checkbox"/> No, but at least two years design experience is needed <input type="checkbox"/> No
Are the designers' qualifications recognized by the company?	<input type="checkbox"/> Yes, with written records <input checked="" type="checkbox"/> Yes, without written records <input type="checkbox"/> No
8.2 R&D Real Case Description	
Customer's Name	Confidential
Customer's Location	Confidential
Customer's Industry:	Confidential
Order's Requirement Description:	Confidential



8.3 Design Process		
Process 1	Process 2	Process 3
Confidential	Confidential	Confidential
Description: Confidential	Description: Confidential	Description: Confidential
8.4 Design Devices		
Stitching Machine	Overlocking Machine	N/A
		N/A



Section 9: Company Development / Expansion Plans

Company Development / Expansion Plans		
Item	Company Development Action	Timeframe
1	The organization is going to expand more overseas market	Year 2016
2	The organization is going to attend the relevant exhibitions	Year 2016

Section 10: Production Flow

Production Flow					
No	Production Process	No	Production Process	No	Production Process
1		2		3	
	Raw Materials		Straw Hat Processing		Pressing
4		5		6	
	Stitching		Ironing		Quality Controlling
7		8		9	
	Dehumidifying		Packing		Finished Products

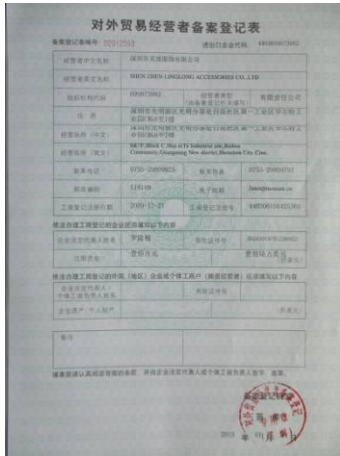


Section 11: Certification & Photos

Certification & Photos	
Certification & Photos -- Business License (Original) 	Certification & Photos -- Business License (Duplicate) with Certificate / Records of Annual Inspection 
Certification & Photos -- Tax Registration Certificate 	Certification & Photos -- Permit for Opening Bank Account 
Certification & Photos -- Organization Code Certificate 	Certification & Photos -- Custom Clearance Registration Form 



Certification & Photos -- Import and Export Enterprise Registration

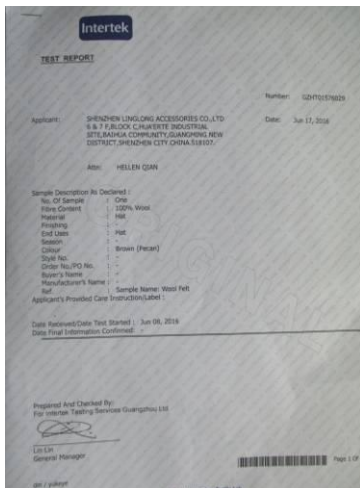


N/A

N/A

Testing Report Photos

Certification & Photos – Test Report



N/A

N/A

Trademark Photos

Certification & Photos – Trademark Certificate



N/A

N/A



Section 12: Company and Product Samples

Company and Product Samples

Reception



Office



Workshop



Workshop



Workshop



Workshop





Raw Materials Warehouse



Finished Products Warehouse



Showroom



Product Samples



Product Samples



Product Sample





Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample





Section 13: Competitive Advantages

13.1 Product Group Capacity		
13.1.1 Products Sold (Within 12 Months)		
Products Name	Quantity	Revenue (USD)
Wool Felt Hat	547,800Pcs	Confidential
Straw Hat	328,500Pcs	Confidential
Sinamay Hat	109,500Pcs	Confidential
Fascinator	159,500Pcs	Confidential
13.1.2 Suppliers Cooperated With (Within 12 Months)		
No. of cooperation suppliers (total)	34	
No. of suppliers (which cooperated over 2 times)	34	
No. of provinces which cooperation suppliers belong to	6 (Guangdong, Zhejiang, Neimenggu Shandong, Henan, Hebei)	
Would the company like to provide design solution service for integration project?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
If yes, these projects include	Product Customized	
Would the company like to provide a total solution for purchasing?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> Part, <u>Scarf</u> <input type="checkbox"/> No	
If yes, please describe it	N/A	
13.1.3 Real Case Description:		
Customer Name	Confidential	
Customer Country	Confidential	
Customer Region	Confidential	
Products Category	Confidential	
Order Value (USD)	Confidential	
Order Processing Process	Confidential	
Customer's Feedback	Confidential	
13.2 Real Case for Lower MOQ & Lead Time		
Products Name	MOQ (Within 12 Months)	Lead Time
Wool Felt Hat	360Pcs	10Days
13.3 Real Case for Large Contract & Lead Time		
Products Name	Order (Within 12 Months)	Lead Time
Wool Felt Hat	13,008Pcs	30Days



13.4 Overseas After Sales Service Capacity				
13.4.1 Do you have an overseas onsite service center?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No			
13.4.2 If yes, what onsite after-sales services are included		Location	Evidence- provided	Self-description
Equipment -installation, maintenance and other services	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A	N/A	N/A
Technical advice	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A	N/A	N/A
Personnel training	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A	N/A	N/A
Other		N/A	N/A	N/A
13.4.3 Average response time	2Hours			
13.5 After-sales service capacity				
Does the company accept small order?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No			

-- End of Report --